

Exhibit 300: Capital Asset Plan and Business Case Summary**Part I: Summary Information And Justification (All Capital Assets)****Section A: Overview (All Capital Assets)**

1. Date of Submission: 4/10/2009
2. Agency: Department of State
3. Bureau: Iip/It/Em Electronic Media
4. Name of this Capital Asset: Exhibit 300 - Content Management System
5. Unique Project (Investment) Identifier: (For IT investment only, see section 53. For all other, use agency ID system.) 014-00-01-05-01-1199-00
6. What kind of investment will this be in FY 2010? (Please NOTE: Investments moving to O&M in FY 2010, with Planning/Acquisition activities prior to FY 2010 should not select O&M. These investments should indicate their current status.) Operations and Maintenance
8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The CMS project provides centralized content management, web hosting, search, security, continuity of operations, training, support, and web reporting tools for Embassies and the Department of State's public websites. CMS was initiated as an effort to simplify and standardize the web sites run by the Bureau of International Information Programs, but with the idea of providing hosting to other public diplomacy elements. The creation of the Department's Internet Steering Committee, and its efforts to identify the significant number of web sites hosted by the Department and the U.S. missions worldwide, resulted in an inventory identifying multiple web site creation software, hosting arrangements, staff competency levels, and levels of security implemented to protect the sites. CMS was able to offer centralized hosting, high levels of security, and the ability to have non-technical staff manage web content for all U.S. overseas missions without additional cost to those entities. As follow-on to this, the Undersecretary of Management has mandated that all remaining overseas posts utilize CMS by the end of 2009. In addition, the CMS has been identified as a key component of the Content Publishing and Delivery segment Architecture. As an example, in order to maximize the use of resources CMS coordinates with PA and IRM to consolidate hosting services and by implementing modern technology architectures such as server and storage virtualization.
9. Did the Agency's Executive/Investment Committee approve this request? Yes
 - a. If "yes," what was the date of this approval? 7/14/2008
10. Did the Project Manager review this Exhibit? Yes
12. Has the agency developed and/or promoted cost effective, energy-efficient and environmentally sustainable techniques or practices for this project? Yes
 - a. Will this investment include electronic assets (including computers)? Yes
 - b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only) No
 1. If "yes," is an ESPC or UESC being used to help fund this investment?
 2. If "yes," will this investment meet sustainable design principles?
 3. If "yes," is it designed to be 30% more energy efficient than relevant code?
13. Does this investment directly support one of the PMA initiatives? Yes

If "yes," check all that apply:

Right Sized Overseas Presence
Expanded E-Government

 - a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?) Directly supports PMA goals:
 -Expanded E-Gov: CMS is a centralized content mgmt platform for development and deployment of department's public and embassy websites worldwide. This platform shields content contributors from technical issues and

allows focus on producing higher quality web products for citizens world-wide at reduced cost.
 -Right Sized Overseas Presence: Staff and Web resources can be reallocated due to the centralized services, training, support, and efficiency gains using CMS.

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) No

a. If "yes," does this investment address a weakness found during a PART review? No

b. If "yes," what is the name of the PARTed program?

c. If "yes," what rating did the PART receive?

15. Is this investment for information technology? Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project? (per CIO Council PM Guidance) Level 2

17. In addition to the answer in 11(a), what project management qualifications does the Project Manager have? (per CIO Council PM Guidance) (1) Project manager has been validated as qualified for this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4 - FY 2008 agency high risk report (per OMB Memorandum M-05-23) Yes

19. Is this a financial management system? No

a. If "yes," does this investment address a FFMIA compliance area? No

1. If "yes," which compliance area:

2. If "no," what does it address?

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? Yes

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative or qualitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond the next President's Budget.

Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2004		Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Customer	Foresee Survey Results, March 27 2003 - May	TOP PRIORITIES:- Increase	Current overall score is 72

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					Retention, Customer Complaints: Customer Satisfaction Survey Score	28 2003 for USINFO websites. HIGHLIGHTS OF THE DATA:- Overall satisfaction score of 72	Search Component Score from 67 to 70 in order to increase overall score	
2004		Customer Results	Service Accessibility	Access	Availability, Access: Review of all CMS-hosted Sites	All CMS-hosted sites are reviewed for 508 compliance.	Continued support for 508 compliance review, and incorporate the new P3P privacy requirements to go into effect the end FY04.	All CMS-hosted sites are reviewed for 508 compliance.
2004		Customer Results	Service Quality	Accuracy of Service or Product Delivered	Accuracy of Service or Product Delivered	Existing publishing process required content contributor's time to be split in half between creating articles and dealing technical issues related to HTML coding, uploading content, hosting, etc... Current Score for Content Component is 70.	Remove technical aspects of contributing content, thereby allowing all a content contributor's time to be focused on the quality of the piece being created: a 5 point increase in Content Score.	On average the Content Score from the Foresee survey results is 76 since Content System implementation.
2004		Customer Results	Timeliness and Responsiveness	Delivery Time	Delivery Time: Time it takes to publish an Article through the CMS.	Time taken for writer/editors to prepare and post Content to their websites without the CMS was 1.5 hours on average.	At least a 40% reduction in the time it takes to publish content using the CMS versus doing it the current way.	Depending upon the process, one is able to publish content through the CMS between within half an hour to an hour.
2004		Customer Results	Timeliness and Responsiveness	Response Time	Response Time: Response times using the Keynote service to measure website response times from keynotes' servers located all over the world.	Without Akamai:1) Average domestic Response Time non-Peak: 0.53 seconds2) Average Response Time Peak: 0.64 seconds	With the Akamai network, domestic response times should decrease by a factor of 5.	With Akamai:1) Average Response Time non-Peak: 0.08 seconds - a 6.6X or 560% decrease in response time2) Average Response Time Peak: 0.07 seconds - a 9.1X or 810% decrease in response time
2004		Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	IT Infrastructure Maintenance, IT Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	Posts, Missions, IIP, and PA were all using different ISP's, software, and process to create and deploy their web publications. There was no centralized enterprise-wide system in place to do so which also met security requirements of the Department.	The CMS will provide a centralized enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search, Reporting and Analysis, Security, Software licensing, and professional services at no costs to its customers.	The CMS provides a centralized enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search, Reporting and Analysis, Security, Software licensing, and professional services at no costs to its customers.
2004		Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Webistes implemented within	Number of new Posts/Webistes implemented within CMS is 0.	20 Posts/Webistes implemented.	10 Posts/Webistes implemented.

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					CMS.			
2004		Processes and Activities	Cycle Time and Resource Time	Cycle Time	Cycle Times, Timeliness: Time to implement web-based products	A typical web-based product took on average one and a half to two months to implement.	Shorten time for a typical web-based product 25%.	Creation of new web-based products was measured at taking less than half the time, or approximately one month to production.
2004		Processes and Activities	Productivity and Efficiency	Productivity	Efficiency and productivity: Percent Reduction in time	Time it takes for a web editor to perform their publishing tasks was measured at over an hour.	40% reduction in time	Almost a 50% reduction in time was achieved.
2004		Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	IT Contribution to Process, Customer, or Mission	No systematic processes or best practices in place for web publishing in place.	Implement and provide a Content Management System and a set of systematic processes and Best Practices for web publishing.	The CMS provides a set of processes and proven best practices which many of our Posts and other PD customers are taking of advantage today, and the demand for these services is growing.
2004		Technology	Efficiency	Complaints	Functionality, Compliance and Deviations, IT Composition: Centralized and standardized configurations and services.	Posts, Missions, IIP, and PA were all using different ISP's, software, and process to create and deploy their web publications. There was no centralized enterprise-wide system in place to do so.	CMS will provide a centralized enterprise-wide service for Posts and Public Diplomacy bureaus that will provide Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to its customers	The CMS now provides a centralized enterprise-wide service for Posts and Public Diplomacy bureaus that provides Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to its customers
2004		Technology	Information and Data	Data Standardization or Tagging	Data Reliability and Quality, Data Standardization and Tagging, Data Storage, Data Sharing: Percent standardization of data	Before the CMS there was no standardization of data, no data tags were defined, and storage of the data was decentralized and data was not archived.	The CMS will provide centralized storage which is accessible via the Internet where all information is in XML format.	100% of all data implemented within the CMS is centralized, stored in XML format, syndication feeds are available in RSS format, and all data is accessible through the Internet.
2004		Technology	Reliability and Availability	Availability	Availability, Reliability of all CMS-hosted Sites: Percent CMS-hosted sites	Availability of CMS-hosted sites at Digex is 99%	100% availability of all CMS-hosted sites worldwide	Through the Akamai network, all CMS-hosted sites have 100% availability worldwide
2005		Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Retention, Complaints: Continued use of Foresee Survey to survey and collect visitor info for metrics: Content, Functionality, Image, Look and Feel, Navigation, Search, and Performance to generate a customer satisfaction index.	Maintain Customer satisfaction score over 70 points. This score ranks as excellent amongst government-related websites.	Maintain customer satisfaction scores at 70 or better.	Current Customer Satisfaction Index: 71*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2005		Customer Results	Service Accessibility	Availability	Availability, Access: of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	100%: 365 days/year, 24 hours/day.*Supports Strategic Goal 11: Public Diplomacy and

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
								Public Affairs
2005		Customer Results	Service Quality	Accuracy of Service or Product Delivered	Accuracy of Service or Product Delivered	Existing publishing process required content contributor's time to be split between creating an article and with having to deal with deal the technical issues related to HTML coding, uploading content, hosting issue, etc.	Continue to provide a system which allows Content Contributors to be shielded from all technical aspects of publishing, thereby allowing them to focus on Content Creation.	Goal is being met 100%. The use of the CMS requires limited knowledge of HTML or other technically-related to publishing.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Mgmt and Organizational Excellence
2005		Customer Results	Timeliness and Responsiveness	Response Time	Response Time: Response times using the Keynote service to measure website response times from keynote's servers located all over the world.	1) Average Response Time non-Peak: 0.08 seconds 2) Average Response Time Peak: 0.07 seconds	Maintain Response Times for peak and non-peak activity under 1 second world-wide	World-wide Response Time peak and non-Peak average at .7 seconds.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2005		Mission and Business Results	Information and Technology Management	IT Infrastructure Maintenance	IT Infrastructure Maintenance, IT Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	Posts, Missions, IIP, and PA were all using different ISP's, software, and process to create and deploy their web publications. There was no centralized enterprise-wide system in place to do so which also met security requirements of the Department.	CMS continues to provide centralized enterprise-wide service for Posts and Public Diplomacy bureaus that provides Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to customers	100% of all CMS-related software and services continue to be offered at no cost through a centralized Application Services Model.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Mgmt and Org Excellence
2005		Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Websites implemented within CMS.	20 Posts/Websites implemented to date	50 additional Posts/Websites implemented	52 additional Posts/Websites implemented to date.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2005		Processes and Activities	Cycle Time and Resource Time	Cycle Time	Cycle Times, Timeliness	A typical web-based product took on average one and a half to two months to implement.	Reduce Time is takes to create a web-based product by one quarter the time.	A typical web-based product now takes an average of one half to one month to implement. Embassy websites with core-level content have been stood up in as little as 5 days. *Supports Strategic Goals 11 and 12
2005		Processes and Activities	Productivity and Efficiency	Productivity	Efficiency and productivity	Time it takes for a web editor to perform their publishing tasks was measured at over an hour.	Add an additional 25% to FY04 productivity gains	On average, publishing tasks take 45 minutes or less depending upon page complexity.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Management and Organizational Excellence
2005		Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	IT Contribution to Process, Customer, or Mission	No systematic processes or best practices in place for web publishing in	Continue to provide a Content Management System and a	100% of all publishing steps have been automated with the exception of content creation.*Supports

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Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						place.	set of systematic and automated processes and Best Practices for web publishing.	Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Management and Organizational Excellence
2005		Technology	Efficiency	Accessibility	Operations Costs, Licensing Costs, Overall Costs, Support Costs, Training and User Costs.	Posts, Missions, IIP, and PA were all using different ISP's, software, and process to create and deploy their web publications. There was no centralized enterprise-wide system in place to do so.	CMS continues to provide centralized enterprise-wide service for Posts and Public Diplomacy bureaus that provides Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to customers	Goal is being met 100%.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Management and Organizational Excellence
2005		Technology	Efficiency	Response Time	Accessibility, Improvement, Interoperability, Load Levels, Response Time: Locally-served web content to website visitors	Currently, all CMS servers were located at a single location in Beltsville, MD. Without Akamai: 1) Average Domestic Response Time non-Peak: 0.53 seconds 2) Average Response Time Peak: 0.64 seconds	Maintain World-wide Response Times for peak and non-peak activity under 1 second world-wide.	World-wide Response Time peak and non-Peak average at .7 seconds.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2005		Technology	Information and Data	Data Reliability and Quality	Data Reliability and Quality, Data Standardization and Tagging, Data Storage, Data Sharing	Before the CMS there was no standardization of data, no data tags were defined, and storage of the data was decentralized and data was not archived.	The CMS will continue to provide 100% of all data in XML format from a centralized repository in XML format, syndication feeds available in RSS format, and all data is accessible through the Internet.	100% of goal is being met.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2005		Technology	Reliability and Availability	Availability	Availability, Reliability of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	Uptime of all CMS-hosted sites was 100%: 365 days/year, 24 hours/day.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Customer Results	Customer Benefit	Customer Impact or Burden	IT Infrastructure Maintenance, IT Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	100% of all CMS-related software and services continue to be offered at no cost through a centralized Application Services Model.	The CMS continues providing centralized enterprise-wide services for Posts and Public Diplomacy bureaus that will provide Hosting, Search, reporting and analysis, security, software licensing, and	The CMS continues to meet this goal of centralized services, while having added a total of three new services at no additional cost to the embassies.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
							professional services at no costs to its customers.	
2006		Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Retention, Complaints: Continued use of Foresee Survey to survey and collect visitor info for metrics: Content, Functionality, Image, Look and Feel, Navigation, Search, and Performance to generate a customer satisfaction index.	Current FY05 Customer Satisfaction Index is 71	Maintain Customer Satisfaction index over 70.	Current Customer Satisfaction Index is 72*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Customer Results	Service Accessibility	Access	Availability, percentage uptime.	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	100%: 365 days/year, 24 hours/day.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Customer Results	Service Quality	Accuracy of Service or Product Delivered	Foresee Content Survey Score.	The CMS shields the user from knowing HTML or other technical aspects, thereby allowing the user to focus more time to producing a higher quality products. Maintain Foresee content score above 72.	Maintain Foresee content score above 72.	Foresee Content Survey Score currently averages 74. *Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Customer Results	Timeliness and Responsiveness	Response Time	Response Time: Response times using the Keynote service to measure website response times from keynote's servers located all over the world.	Response Times for peak and non-peak activity under 1 second world-wide.	Maintain Response Times for peak and non-peak activity under 1 second world-wide.	Response Times for peak and non-peak activity under 1 second world-wide.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Web sites implemented within CMS.	62 Posts/Web sites implemented to date at end of FY05.	80 additional Posts/Web sites Implemented.	To date: 219 Posts/Web sites implemented.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Processes and Activities	Cycle Time and Resource Time	Cycle Time	Cycle Times, Timeliness	A typical web-based product takes on average under a month to develop. Embassy websites with core-level content have been created in as little as 5 days.	Add an additional 5% productivity gain to FY05 figures.	A standard Embassy or VPP website can be created, populated with core content, and live within as little as 3-3.5 weeks, representing an average productivity gain of over 15%.*Supports Strategic Goals 11 and 12
2006		Processes and Activities	Productivity and Efficiency	Productivity	Efficiency and productivity	On average, publishing tasks take an average of 45 minutes or less depending upon page complexity.	Add an additional 5% to FY05 productivity gains.	Publishing tasks have been further streamlined and now takes an average of 30-40 minutes, representing over a 20% improvement.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12:

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								Mgmt and Org Excellence
2006		Technology	Effectiveness	IT Contribution to Process, Customer, or Mission	IT Contribution to Process, Customer, or Mission	No systematic processes or best practices in place for web publishing in place.	Continue to provide a Content Management System and a set of systematic processes and Best Practices for web publishing that allows anyone to be able to publish content.	Goal is being met 100%. The use of the CMS requires limited knowledge of HTML or other technically-related to publishing.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Mgmt and Organizational Excellence
2006		Technology	Efficiency	Response Time	Accessibility, Improvement, Interoperability, Load Levels, Response Time: Locally-served web content to website visitors	Currently, all CMS servers were located at a single location in Beltsville, MD. Without Akamai: 1) Average Response Time non-Peak: 0.53 seconds 2) Average Response Time Peak: 0.64 seconds	Maintain Response Time non-Peak: 0.08 seconds and 2) Average Response Time Peak: 0.07 seconds	Average Response Time Peak: 0.07 seconds *Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2006		Technology	Financial (Technology)	Overall Costs	Operations Costs, Licensing Costs, Overall Costs, Support Costs, Training and User Costs.	CMS continues to provide a centralized enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to customers	The CMS will add the following services to its offering: Photo Repository, Photo Gallery, Chat Capability, Wiki Capability, Blogging capability at no additional cost.	4 out of 5 Improvement services have been deployed to date.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Management and Organizational Excellence
2006		Technology	Information and Data	Data Standardization or Tagging	Data Reliability and Quality, Data Standardization and Tagging, Data Storage, Data Sharing	Before the CMS there was no standardization of data, no data tags were defined, and storage of the data was decentralized and data was not archived. Information repurposing and reuse of Washington-produced content was performed by only a handful	The CMS continues to provide 100% of all data in XML format from a centralized repository that includes RSS syndication capability of all published content. In FY05, 86 embassy sites were utilizing Washington Syndicated content on their websites.	To date, 130 embassy sites are utilizing Syndicated content on their websites, representing over a 50% increase in usage.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12: Management and Org Excellence
2006		Technology	Reliability and Availability	Availability	Availability, Reliability of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites: 365 days/year, 24 hours/day.	Maintain 100% uptime of all CMS-hosted websites: 365 days/year, 24 hours/day.	Uptime of all CMS-hosted sites to date is 100%: 365 days/year, 24 hours/day.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2007		Customer Results	Customer Benefit	Customer Impact or Burden	Percentage of IT Infrastructure Maintenance, IT	100% of all CMS-related software and	CMS continues to provide a centralized	The CMS continues to meet this goal of centralized services,

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	services continue to be offered at no cost through a centralized Application Services Model.	enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services at no costs to customers.	while having added a total of three new services at no additional cost to the embassies.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12
2007		Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Retention, Complaints:Foresee Survey to survey and collect visitor info for metrics: Content, Functionality, Image, Look and Feel, Navigation, Search, & Performance to generate a customer satisfaction rating number index.	Current Customer Satisfaction Index is 71	Maintain Customer Satisfaction index over 70.	Current Customer Satisfaction Index is 72*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2007		Customer Results	Service Accessibility	Access	Percentage of availability and uptime.	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	100%: 365 days/year, 24 hours/day.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2007		Customer Results	Service Quality	Accuracy of Service or Product Delivered	Foresee Content satisfaction number index.	The CMS shields the user from knowing HTML or other technical aspects, thereby allowing the user to focus more time to producing a higher quality products. Maintain Foresee content score above 72.	Maintain Foresee content score above 72.	Foresee Content Survey Score currently averages 73. *Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2007		Customer Results	Service Quality	Accuracy of Service or Product Delivered	Response Time in seconds: Response times using the Keynote service to measure website response times from keynote's servers located all over the world.	Response Times for peak and non-peak activity under 1 second world-wide.	Maintain Response Times for peak and non-peak activity under 1 second world-wide.	Response Times for peak and non-peak activity under 1 second world-wide.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2007		Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Websites implemented within CMS.	219 Posts/Websites implemented to date.	100 additional Posts/Websites Implemented.	Exceeded by 12 sites. 331 sites to date
2007		Processes and Activities	Cycle Time and Resource Time	Cycle Time	Cycle Times, Timeliness in days	A typical web-based product takes on average less than one month to implement. Embassy websites with core-level content have	Maintain this average for entry-level websites.	Currently able to maintain the 5 day average

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						been stood up in as little as 5 days.		
2007		Processes and Activities	Productivity and Efficiency	Productivity	Efficiency and productivity in time to publish.	On average, publishing tasks take 45 minutes or less depending upon page complexity.	Add an additional 5% to FY06 productivity gains.	Exceeded: typical times are between 30-40 minutes
2007		Technology	Information and Data	Data Standardization or Tagging	Percentage of Data Reliability and Quality, Data Standardization and Tagging, Data Storage, Data Sharing	The CMS will continue to provide 100% of all data in XML format from a centralized repository in XML format, syndication feeds available in RSS format, and all data is accessible through the Internet.	The CMS will continue to provide 100% of all data in XML format from a centralized repository in XML format, syndication feeds available in RSS format, and all data is accessible through the Internet.	100% of all data is XML-based.
2007		Technology	Reliability and Availability	Availability	Percentage of Availability, Reliability of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	Maintained: 100% uptime of all CMS-hosted web sites
2008	Promoting International Understanding	Customer Results	Customer Benefit	Customer Impact or Burden	Percentage of IT Infrastructure Maintenance, IT Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	100% of all CMS-related software and services continue to be offered at no cost through a centralized Application Services Model.	Maintain a 100% cost-free centralized enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services.	The CMS continues to provide 100% cost-free centralized services, while having added a total of three new services at no additional cost to the embassies.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs*Supports Strategic Goal 12
2008	Promoting International Understanding	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Retention, Complaints: Foresee Survey to survey and collect visitor info for metrics: Content, Functionality, Image, Look and Feel, Navigation, Search, & Performance to generate a customer satisfaction index.	Current Customer Satisfaction Index is 71	Maintain Customer Satisfaction index over 70.	Current Customer Satisfaction Index is 72*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2008	Promoting International Understanding	Customer Results	Service Accessibility	Access	Percentage of Availability and uptime.	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	100% uptime of all CMS-hosted websites.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2008	Promoting International Understanding	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Foresee Content satisfaction number index.	Maintain Foresee Content Satisfaction index average above 72.	Maintain Foresee Content Satisfaction index average above 72. Note: The CMS shields the user from knowing HTML or other technical aspects, thereby allowing the	Foresee Content Satisfaction index currently averages 76. *Supports Strategic Goal 11: Public Diplomacy and Public Affairs

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
							user to focus more time to producing a higher quality products.	
2008	Promoting International Understanding	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Average Response Time in seconds: Response times using the Keynote service to measure website response times from keynote's servers located all over the world.	Average Response Times for peak and non-peak activity under 1 second world-wide.	Average Maintain Response Times for peak and non-peak activity under 1 second world-wide.	Average Response Times for peak and non-peak activity under 1 second world-wide.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2008	Promoting International Understanding	Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Websites implemented within CMS.	331 Posts/Websites implemented to date.	50 additional Posts/Websites Implemented. 381 Total	389 Posts/Websites target exceeded by 8
2008	Promoting International Understanding	Processes and Activities	Cycle Time and Resource Time	Cycle Time	Cycle Times, Timeliness in days.	A typical web-based product takes on average less than one month to implement.	Maintain this one month average to implement entry-level websites.	Able to implement a typical web-based product less than one month on average.
2008	Promoting International Understanding	Processes and Activities	Quality	Complaints	Efficiency and productivity in time to publish.	On average, publishing tasks take between 30-40 minutes or less depending upon page complexity.	Maintain 30-40 minute range for publishing tasks. Note that this average is dependent on page complexity and represents an average.	Maintained: Typical times are between 30-40 minutes depending upon page complexity.
2008	Promoting International Understanding	Technology	Efficiency	Accessibility	Accessibility, Improvement, Interoperability, Load Levels, Response Time in seconds: Locally-served web content to website visitors	Average World-wide Response Times for peak and non-peak activity under 1 second world-wide.	Average Maintain Worldwide Response Times for peak and non-peak activity under 1 second world-wide.	Response Times for average peak and non-peak activity under 1 second world-wide.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2008	Promoting International Understanding	Technology	Reliability and Availability	Availability	Percentage of Availability, Reliability of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	100% uptime of all CMS-hosted websites.*Supports Strategic Goal 11: Public Diplomacy and Public Affairs
2009	Promoting International Understanding	Customer Results	Customer Benefit	Customer Impact or Burden	Percentage of IT Infrastructure Maintenance, IT Security, Information Management, Lifecycle/Change Management, Record Retention, System Development, System Maintenance	100% of all CMS-related software and services continue to be offered at no cost through a centralized Application Services Model.	Maintain a 100% cost-free centralized enterprise-wide service for Posts and Public Diplomacy bureaus providing Hosting, Search capabilities, reporting and analysis, security, software licensing, and professional services.	
2009	Promoting International Understanding	Customer Results	Customer Benefit	Customer Satisfaction	Customer Satisfaction, Retention, Complaints: Foresee Survey to survey and collect visitor info for metrics: Content, Functionality, Image, Look and Feel, Navigation,	Current Customer Satisfaction Index is 72	Maintain Customer Satisfaction index over 70.	

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Performance Information Table								
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Category	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					Search, and Performance to generate a customer satisfaction rating index.			
2009	Promoting International Understanding	Customer Results	Service Accessibility	Access	Percentage of Availability and uptime.	100% uptime of all CMS-hosted websites.	Maintain 100% uptime of all CMS-hosted websites.	
2009	Promoting International Understanding	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Foresee Content Satisfaction index.	Maintain Foresee Content Satisfaction index over 70.	Maintain Foresee Content Satisfaction index average over 70.	
2009	Promoting International Understanding	Customer Results	Service Quality	Accuracy of Service or Product Delivered	Average Response Time in seconds: Response times using the Keynote service to measure website response times from keynote's servers located all over the world.	Average Response Times for peak and non-peak activity under 1 second world-wide.	Maintain Average Response Times for peak and non-peak activity under 1 second world-wide.	
2009	Promoting International Understanding	Mission and Business Results	International Affairs and Commerce	Foreign Affairs	Official Information Dissemination, Product Outreach: Number of new Posts/Web sites implemented within CMS.	389 Posts/Web sites implemented.	25 additional Posts/Web sites Implemented. 414 Total	
2009	Promoting International Understanding	Processes and Activities	Quality	Complaints	Cycle Times, Timeliness in days.	A typical web-based product takes on average less than one month to implement.	Maintain this one month average to implement entry-level websites.	
2009	Promoting International Understanding	Processes and Activities	Quality	Complaints	Efficiency and productivity in time to publish.	On average, publishing tasks take 30-40 minutes or less depending upon page complexity.	Maintain average time of 30-40 minutes for publishing tasks. Note: Time depends upon page complexity.	
2009	Promoting International Understanding	Technology	Efficiency	Accessibility	Accessibility, Improvement, Interoperability, Load Levels, Response Time in seconds: Locally-served web content to website visitors	Average World-wide Response Times for peak and non-peak activity under 1 second world-wide.	Maintain Average Worldwide Response Times for peak and non-peak activity under 1 second world-wide.	
2009	Promoting International Understanding	Technology	Information and Data	Data Reliability and Quality	Percentage of Data Reliability and Quality, Data Standardization and Tagging, Data Storage, Data Sharing	80% of all CMS-produced content types will have the ability to accommodate a corresponding XML-based feed. Content types include photos, videos, podcasts, html, text, etc..	The CMS can accommodate the creation of XML-based for 80% of all CMS-produced content types. Content types include photos, videos, podcasts, html, text, etc..	
2009	Promoting International Understanding	Technology	Reliability and Availability	Availability	Percentage of Availability, Reliability of all CMS-hosted Sites	100% uptime of all CMS-hosted web sites	Maintain 100% uptime of all CMS-hosted websites.	

Section E: Security and Privacy (IT Capital Assets only)

8. Planning & Operational Systems - Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
Content Management System	No	No	The system does not require a PIA because it does not contain, process, or transmit personal identifying information.	No	This system does not collect PII.

Details for Text Options:
Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.
Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.

Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

In order to successfully address this area of the capital asset plan and business case, the investment must be included in the agency's EA and Capital Planning and Investment Control (CPIC) process and mapped to and supporting the FEA. The business case must demonstrate the relationship between the investment and the business, performance, data, services, application, and technology layers of the agency's EA.

1. Is this investment included in your agency's target enterprise architecture? Yes

a. If "no," please explain why?

2. Is this investment included in the agency's EA Transition Strategy? Yes

a. If "yes," provide the investment name as identified in the Transition Strategy provided in the agency's most recent annual EA Assessment. Content Management System

b. If "no," please explain why?

4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Data Classification	Allow the classification of data	Back Office Services	Data Management	Data Classification			Internal	
Data Exchange	Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered	Back Office Services	Data Management	Data Exchange			Internal	
Extraction and Transformation	Support the manipulation and change of data	Back Office Services	Data Management	Extraction and Transformation			Internal	
Meta Data Management	Support the maintenance and administration of data that describes data	Back Office Services	Data Management	Meta Data Management			Internal	
Education/Training	Support the building of employee	Back Office Services	Human Resources	Education / Training			Internal	

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4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.eqov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	competencies, to include the range of training from professional development to general awareness training							
Standardized / Canned	Support the use of pre-conceived or pre-written reports	Business Analytical Services	Reporting	Standardized / Canned			Internal	
Change Management	Control the process for updates or modifications to the existing documents, software or business processes of an organization	Business Management Services	Management of Processes	Change Management			Internal	
Governance / Policy Management	Influence and determine decisions, actions, business rules and other matters within an organization	Business Management Services	Management of Processes	Governance / Policy Management			Internal	
Program / Project Management	Manage and control a particular effort of an organization	Business Management Services	Management of Processes	Program / Project Management			Internal	
Quality Management	Help determine the level that a product or service satisfies certain requirements	Business Management Services	Management of Processes	Quality Management			Internal	
Requirements Management	Gather, analyze and fulfill the needs and prerequisites of an organization&p;amp;apos;s efforts	Business Management Services	Management of Processes	Requirements Management			Internal	
Assistance Request	Support the solicitation of support from a customer	Customer Services	Customer Initiated Assistance	Assistance Request			Internal	
Online Help	Provide an electronic interface to customer assistance	Customer Services	Customer Initiated Assistance	Online Help			Internal	
Online Tutorials	Provide an electronic interface to educate and assist customers	Customer Services	Customer Initiated Assistance	Online Tutorials			Internal	
Self-Service	Allow an organization&p;amp;apos;s customers to sign up for a particular service at their own initiative	Customer Services	Customer Initiated Assistance	Self-Service			Internal	
Alerts and Notifications	Allow a customer to be contacted in relation to a subscription or	Customer Services	Customer Preferences	Alerts and Notifications			Internal	

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4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	service of interest							
Personalization	Change a user interface and how data is displayed	Customer Services	Customer Preferences	Personalization			Internal	
Subscriptions	Allow a customer to join a forum, listserv, or mailing list	Customer Services	Customer Preferences	Subscriptions			Internal	
Customer / Account Management	Support the retention and delivery of a service or product to an organization& p; a p; a p; a p; a p; s clients	Customer Services	Customer Relationship Management	Customer / Account Management			Internal	
Customer Analytics	Allow for the analysis of an organization& p; a p; a p; a p; a p; s customers, as well as the scoring of third-party information as it relates to an organization s customers	Customer Services	Customer Relationship Management	Customer Analytics			Internal	
Product Management	Facilitate the creation and maintenance of products and services	Customer Services	Customer Relationship Management	Product Management			Internal	
Surveys	Are used to collect useful information from an organization& p; a p; a p; a p; a p; s customers	Customer Services	Customer Relationship Management	Surveys			Internal	
Content Authoring	Allow for the creation of tutorials, CBT courseware, web sites, CD-ROMs and other interactive programs	Digital Asset Services	Content Management	Content Authoring			Internal	
Content Publishing and Delivery	Allow for the propagation of interactive programs	Digital Asset Services	Content Management	Content Publishing and Delivery			Internal	
Content Review and Approval	Allow for the approval of interactive programs	Digital Asset Services	Content Management	Content Review and Approval			Internal	
Syndication Management	Control and regulate an organization& p; a p; a p; a p; a p; s brand	Digital Asset Services	Content Management	Syndication Management			Internal	
Tagging and Aggregation	Support the identification of specific content within a larger set of content for collection and summarization	Digital Asset Services	Content Management	Tagging and Aggregation			Internal	
Information Mapping / Taxonomy	Support the creation and maintenance of	Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy			Internal	

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4. Service Component Reference Model (SRM) Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.egov.gov>.

Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
	relationships between data entities, naming standards and categorization							
Information Retrieval	Allow access to data and information for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Retrieval			Internal	
Information Sharing	Support the use of documents and data in a multi-user environment for use by an organization and its stakeholders	Digital Asset Services	Knowledge Management	Information Sharing			Internal	
Inbound Correspondence Management	Manage externally initiated communication between an organization and its stakeholders	Process Automation Services	Routing and Scheduling	Inbound Correspondence Management			Internal	
Outbound Correspondence Management	Manage internally initiated communication between an organization and its stakeholders	Process Automation Services	Routing and Scheduling	Outbound Correspondence Management			Internal	
Case Management	Manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers	Process Automation Services	Tracking and Workflow	Case Management			Internal	
Conflict Resolution	Support the conclusion of contention or differences within the business cycle	Process Automation Services	Tracking and Workflow	Conflict Resolution			Internal	
Process Tracking	Allow the monitoring of activities within the business cycle	Process Automation Services	Tracking and Workflow	Process Tracking			Internal	
Threaded Discussions	Support the running log of remarks and opinions about a given topic or subject	Support Services	Collaboration	Threaded Discussions			Internal	
Access Control	Support the management of permissions for logging onto a computer, application, service, or network; includes user management and roles privilege management	Support Services	Security Management	Access Control			Internal	

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4. Service Component Reference Model (SRM) Table: Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.egov.gov .								
Agency Component Name	Agency Component Description	FEA SRM Service Domain	FEA SRM Service Type	FEA SRM Component (a)	Service Component Reused Name (b)	Service Component Reused UPI (b)	Internal or External Reuse? (c)	BY Funding Percentage (d)
Audit Trail Capture Analysis	Support the identification and monitoring of the activities within an application, system, or network	Support Services	Security Management	Audit Trail Capture and Analysis			Internal	
Intrusion Prevention	Perform penetration testing and other measures to prevent unauthorized access to a government information system	Support Services	Security Management	Intrusion Detection			Internal	
Intrusion Detection	Support the detection of unauthorized access to a government information system	Support Services	Security Management	Intrusion Detection			Internal	

a. Use existing SRM Components or identify as "NEW". A "NEW" component is one not already identified as a service component in the FEA SRM.

b. A reused component is one being funded by another investment, but being used by this investment. Rather than answer yes or no, identify the reused service component funded by the other investment and identify the other investment using the Unique Project Identifier (UPI) code from the OMB Ex 300 or Ex 53 submission.

c. 'Internal' reuse is within an agency. For example, one agency within a department is reusing a service component provided by another agency within the same department. 'External' reuse is one agency within a department reusing a service component provided by another agency in another department. A good example of this is an E-Gov initiative service being reused by multiple organizations across the federal government.

d. Please provide the percentage of the BY requested funding amount used for each service component listed in the table. If external, provide the percentage of the BY requested funding amount transferred to another agency to pay for the service. The percentages in the column can, but are not required to, add up to 100%.

5. Technical Reference Model (TRM) Table: To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.				
FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Change Management	Component Framework	Data Management	Reporting and Analysis	
Requirements Management	Component Framework	Data Management	Reporting and Analysis	
Product Management	Component Framework	Data Management	Reporting and Analysis	
Program / Project Management	Component Framework	Data Management	Reporting and Analysis	
Assistance Request	Component Framework	Data Management	Reporting and Analysis	
Quality Management	Component Framework	Data Management	Reporting and Analysis	
Standardized / Canned	Component Framework	Data Management	Reporting and Analysis	
Surveys	Component Framework	Data Management	Reporting and Analysis	
Access Control	Component Framework	Security	Supporting Security Services	
Audit Trail Capture and Analysis	Component Framework	Security	Supporting Security Services	
Intrusion Prevention	Component Framework	Security	Supporting Security Services	
Intrusion Detection	Component Framework	Security	Supporting Security Services	
Education / Training	Service Access and Delivery	Access Channels	Web Browser	
Meta Data Management	Service Access and Delivery	Access Channels	Web Browser	
Threaded Discussions	Service Access and Delivery	Access Channels	Web Browser	
Online Tutorials	Service Access and Delivery	Delivery Channels	Extranet	

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5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Customer Analytics	Service Access and Delivery	Delivery Channels	Extranet	
Subscriptions	Service Access and Delivery	Delivery Channels	Internet	
Alerts and Notifications	Service Access and Delivery	Delivery Channels	Internet	
Customer / Account Management	Service Access and Delivery	Delivery Channels	Internet	
Content Authoring	Service Access and Delivery	Delivery Channels	Internet	
Content Review and Approval	Service Access and Delivery	Delivery Channels	Internet	
Syndication Management	Service Access and Delivery	Delivery Channels	Internet	
Content Publishing and Delivery	Service Access and Delivery	Delivery Channels	Internet	
Online Help	Service Access and Delivery	Delivery Channels	Intranet	
Self-Service	Service Access and Delivery	Delivery Channels	Intranet	
Personalization	Service Access and Delivery	Delivery Channels	Intranet	
Governance / Policy Management	Service Access and Delivery	Service Requirements	Legislative / Compliance	
Extraction and Transformation	Service Interface and Integration	Integration	Middleware	
Data Exchange	Service Interface and Integration	Interface	Service Description / Interface	
Data Classification	Service Interface and Integration	Interoperability	Data Format / Classification	
Tagging and Aggregation	Service Interface and Integration	Interoperability	Data Format / Classification	
Information Mapping / Taxonomy	Service Interface and Integration	Interoperability	Data Format / Classification	
Information Sharing	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Inbound Correspondence Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Outbound Correspondence Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Case Management	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Conflict Resolution	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Process Tracking	Service Platform and Infrastructure	Delivery Servers	Web Servers	
Information Retrieval	Service Platform and Infrastructure	Delivery Servers	Web Servers	

a. Service Components identified in the previous question should be entered in this column. Please enter multiple rows for FEA SRM Components supported by multiple TRM Service Specifications

b. In the Service Specification field, agencies should provide information on the specified technical standard or vendor product mapped to the FEA TRM Service Standard, including model or version numbers, as appropriate.

6. Will the application leverage existing components and/or applications across the Government (i.e., USA.gov, Pay.Gov, etc)? No

Exhibit 300: Part III: For "Operation and Maintenance" investments ONLY (Steady State)**Section A: Risk Management (All Capital Assets)**

Part III should be completed only for investments identified as "Operation and Maintenance" (Steady State) in response to Question 6 in Part I, Section A above.

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate or manage risk, and be actively managing risk throughout the investment's life-cycle.

- | | |
|---|-----------|
| 1. Does the investment have a Risk Management Plan? | Yes |
| a. If "yes," what is the date of the plan? | 8/22/2008 |
| b. Has the Risk Management Plan been significantly changed since last year's submission to OMB? | No |